

# Rx Sync Refills

## User Guide

2019

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## Rx Sync Refills

Rx Sync functionality assists pharmacies in synchronizing a refill due date with existing prescriptions in a patient's profile. Instead of filling five refills on five separate dates for a patient, Rx Sync consolidates the refill due dates so the patient makes only one trip to the pharmacy. This improves the efficiency of day-to-day pharmacy operations and promotes patient compliance.

### Configuration

In order to use the Rx Sync functionality, ensure 'Enable Retail Rx Refill Synchronization' is turned ON in **File > Configuration > Store > Rx > General**. The defaults settings are pre-populated as shown below:

**Enable Retail Rx Refill Synchronization**

Minimum Rx Sync Proposed Days Supply

Maximum Rx Sync Proposed Days Supply

Include Overdue Rx's due in past  days (0 = Exclude past due Rx's)

- **Minimum Rx Sync Proposed Days Supply [x] days:** The minimum threshold for Rx synchronization. The system will not suggest synchronizing to an Rx that would cause the current prescription's days' supply to be anything less than this value.
- **Maximum Rx Sync Proposed Days Supply [x] days:** The maximum threshold for Rx synchronization. An existing prescription with its next refill due beyond this many days will not be considered a candidate for synchronization.

Note: This value is further reduced by the days' supply of the current Rx. For example, if the configuration setting is set to 90 days but the current Rx is only for an initial 30 day supply, only existing Rx's with a due date of no more than 30 days will be eligible for synchronization.

- **Include Overdue Rx's due in past [x] days (0 = Exclude past due Rx's):** The minimum threshold to include overdue Rx's. If an existing prescription is overdue for refilling within the number of days noted here, it will still appear as a candidate for synchronization. Rx's with refills overdue equal to or beyond this number of days will not be considered.

## Eligibility

Even with the feature enabled, the Rx Sync process will only be initiated when certain conditions are met. For the most part, the current Rx and the Rx's eligible for synchronization must be solid oral medications and have refills available. All of the eligibility rules are listed below:

### New/Refill Rx (the current Rx)

- Must be filled interactively.
- Must be a regular drug (not a narcotic, controlled, or targeted drug).
- Must be a regular forward dispense (not an unfill, reversal, or fee-for-service dispense).
- Must be for a dry oral solid tablet (not a mixture, cream, inhaler, or injectable drug).
- Must have remaining refills or be flagged for unlimited refills.
- Must be a retail Rx. If it is a nursing home Rx, the nursing home type must be set to 'Retail'.
- The Unit Dose and Batch fill flags must be OFF.
- The next dispense quantity, days supply, and next fill quantity must not be set.
- The patient's Rx Synchronization Consent cannot be set to 'Opt out'.

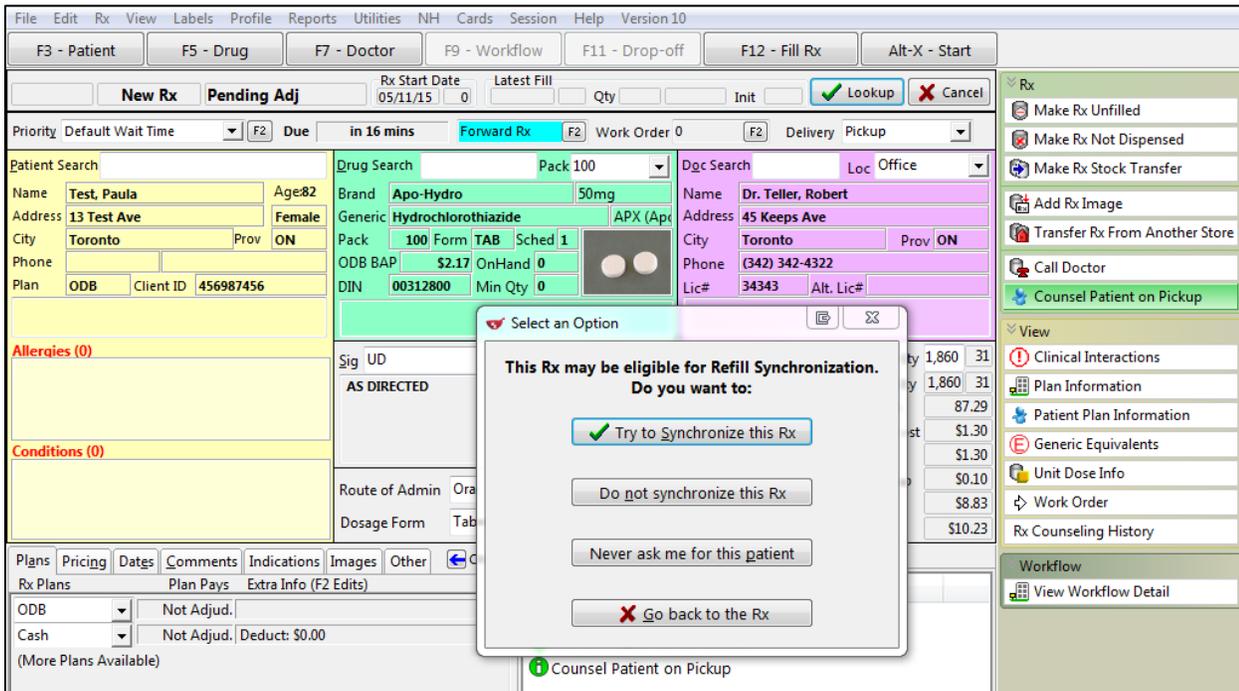
### Existing Rx's (the Rx's being synced to)

- Must be a regular drug (not a narcotic, controlled, or targeted drug).
- DueDays must have one of the following conditions:
  - Must fall between the minimum threshold value and either the 'Days supply of the Rx being fill' or the maximum threshold value, whichever is less.
  - Must be between the 'Forecast late Refills Date less than [x] days ago' value and the minimum threshold value.
- Cannot be suspended.
- Must be a dry oral solid drug (not a mixture).
- The original Rx number must not match the original Rx number of the Rx being filled.
- Must have remaining refills or be flagged for unlimited refills.

- Can be unfill or not dispensed.

## Synchronizing Rxs

When filling a new, eligible Rx and the patient has existing, eligible Rxs in their profile, the following prompt will appear when you click **F12 - Fill Rx**.



- **Try to Synchronize this Rx:** Brings up the **Rx Refill Synchronization** screen where you can begin synchronizing the Rxs to other eligible Rxs in the patient profile.
- **Do not synchronize this Rx:** The Rx will not be synchronized with the patient's existing Rxs.
- **Never ask me for this patient:** The Rx will not be synchronized with existing Rxs and you will not be prompted to synchronize future Rxs for that patient.
- **Go back to the Rx:** Returns you to the F12 filling screen where you can make changes to the Rx before it is filled. You will be prompted to sync the patient's Rxs again upon clicking **F12 - Fill Rx**.

If you select **Try to Synchronize this Rx**, the **Rx Refill Synchronization** screen will appear where you can select an existing Rx to synchronize the current Rx to.

**NOTE:** When you select **Do not synchronize This Rx**, the system automatically creates an '**Rx Synchronization Consent**' record on the patient's consent page with the consent type (**Opted Out**).

File Edit Patient Profile Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt-X - Start

Last Name Test First Name Community Salutation

Address 1  Phone Numbers (0)    Birthdate 05/05/1935

Address 2  Description Phone

City  Prov ON  Age 80 years

Postal  Country Canada   Gender Male

Email  Family Doctor Height  Weight

Quick Code

**Consent**

Items (1)

Type	Program	Consent	Consent Date
Rx Synchronization Consent		Opted Out	05/11/2015

**Profile**

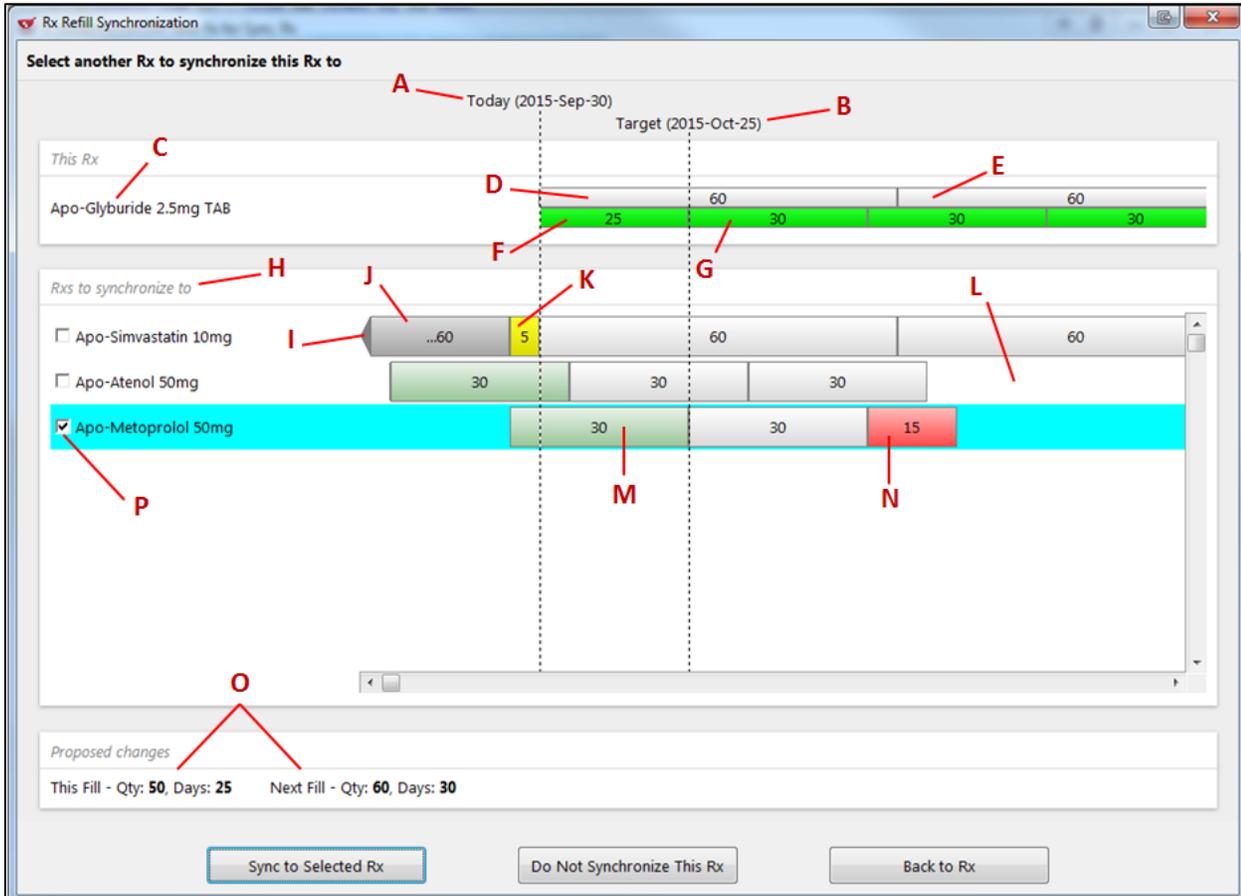
- All Rxs
- Active Rxs
- Active Rxs w/Passtimes
- Refillable Rxs
- Pricing Profile
- Not Disp./OTC Rxs
- Rxs Filled in Error
- Suspended Rxs
- Perform FDB Analysis

**View**

- Alternate Addresses
- AR Profile
- Batches
- Charting
- Consents
- Credit Cards

## The Rx Refill Synchronization Screen

Below is a description of the **Rx Refill Synchronization** screen:

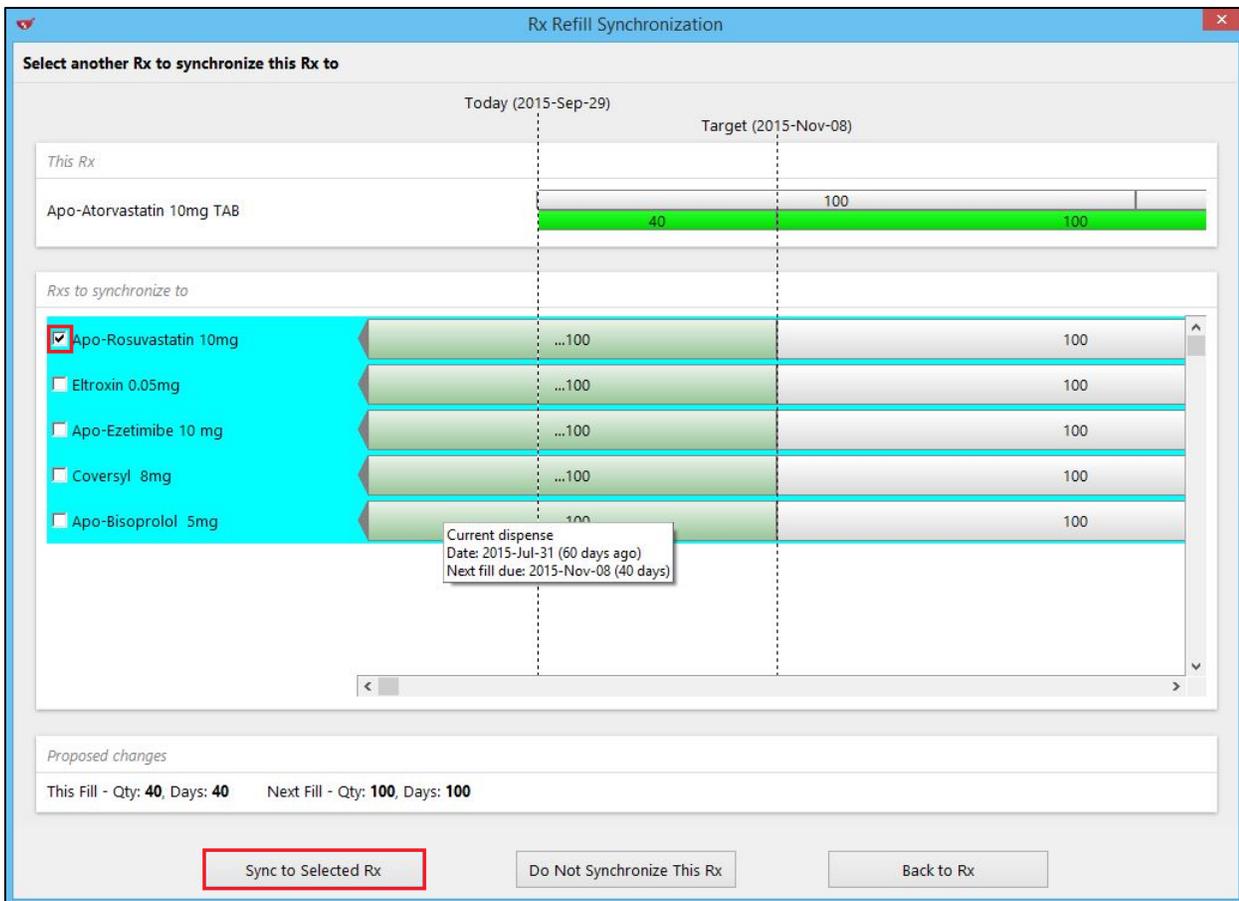


The screenshot shows the 'Rx Refill Synchronization' interface. At the top, it asks to 'Select another Rx to synchronize this Rx to'. The current Rx is 'Apo-Glyburide 2.5mg TAB'. Below it, there are three options for 'Rxs to synchronize to': 'Apo-Simvastatin 10mg', 'Apo-Atenol 50mg', and 'Apo-Metoprolol 50mg'. The 'Apo-Metoprolol 50mg' option is selected. The interface includes a timeline with 'Today (2015-Sep-30)' and 'Target (2015-Oct-25)'. At the bottom, there are three buttons: 'Sync to Selected Rx', 'Do Not Synchronize This Rx', and 'Back to Rx'. A 'Proposed changes' section shows 'This Fill - Qty: 50, Days: 25' and 'Next Fill - Qty: 60, Days: 30'.

- A. Today's date.
- B. The proposed target due date.
- C. The Rx currently being filled.
- D. The current Rx's days' supply.
- E. The current Rx's future days' supply.
- F. The proposed current days' supply.
- G. The proposed future days' supply.
- H. Eligible Rxs to synchronize with.

- I. A dispense that began prior to this timeline.
- J. Indicates the dispense was for 60 days.
- K. Indicates the refill is five days overdue.
- L. Indicates refills have ended for the Rx.
- M. An active dispense.
- N. A partial remaining refill.
- O. The proposed quantity and days supply changes.
- P. The Rx selected for synchronization.

## Scenario 1



**Rx Refill Synchronization**

Select another Rx to synchronize this Rx to

Today (2015-Sep-29) Target (2015-Nov-08)

*This Rx*

Apo-Atorvastatin 10mg TAB

40 100 100

*Rxs to synchronize to*

- Apo-Rosuvastatin 10mg ...100 100
- Eltroxin 0.05mg ...100 100
- Apo-Ezetimibe 10 mg ...100 100
- Coversyl 8mg ...100 100
- Apo-Bisoprolol 5mg ...100 100

Current dispense  
Date: 2015-Jul-31 (60 days ago)  
Next fill due: 2015-Nov-08 (40 days)

*Proposed changes*

This Fill - Qty: 40, Days: 40 Next Fill - Qty: 100, Days: 100

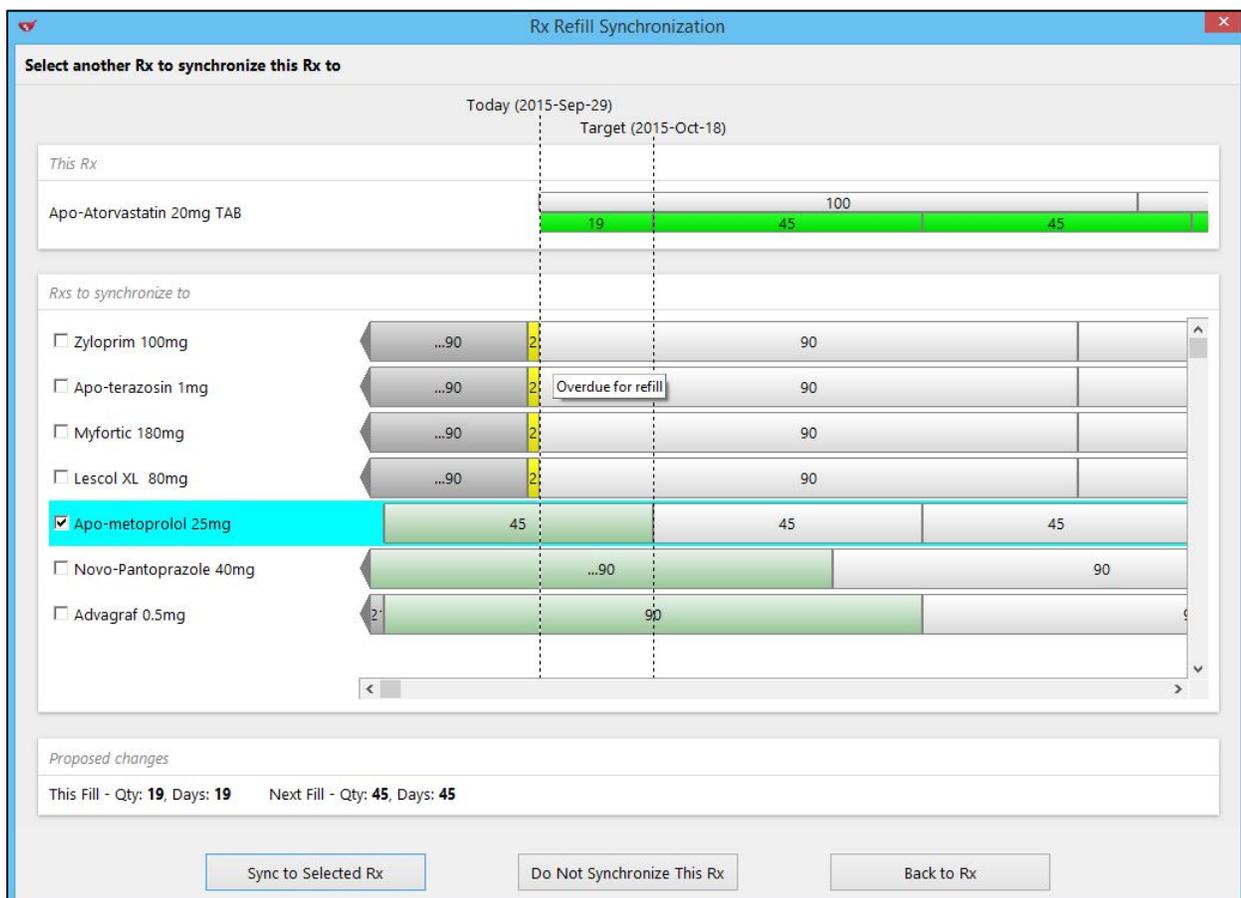
Sync to Selected Rx Do Not Synchronize This Rx Back to Rx

In the above example, the patient has been prescribed 100 Apo-Atorvastatin 10mg tablets and the system has suggested syncing this prescription with other Rx's in the patient profile. The patient already had five prescriptions last refilled 60 days ago for a 100-day supply. Because the five prescriptions are not due for 40 more days, the system is proposing a dispense period of the same 40 days for the Rx being filled.

The five Rx's listed in the **Rx Refill Synchronization** screen are already in sync and are grouped together in blue; selecting any one of these medications will sync the current medication with all five existing Rx's.

By accepting this suggestion, the system will set the current Rx's days' supply to 40 and will set the Next Refill Parameters to a 100-day supply matching that of the other Rx's. All six prescriptions will now have the same due date so in the future, the patient only needs to return to the pharmacy once to pick up all six Rx's. The refill dates for all Rx's will be fully synchronized at this time.

## Scenario 2



**Rx Refill Synchronization**

Select another Rx to synchronize this Rx to

Today (2015-Sep-29) Target (2015-Oct-18)

*This Rx:*

Apo-Atorvastatin 20mg TAB

100

19 45 45

*Rx's to synchronize to*

<input type="checkbox"/> Zyloprim 100mg	...90	2	90	
<input type="checkbox"/> Apo-terazosin 1mg	...90	2	90	Overdue for refill
<input type="checkbox"/> Myfortic 180mg	...90	2	90	
<input type="checkbox"/> Lescol XL 80mg	...90	2	90	
<input checked="" type="checkbox"/> Apo-metoprolol 25mg	45		45	45
<input type="checkbox"/> Novo-Pantoprazole 40mg	...90			90
<input type="checkbox"/> Advagraf 0.5mg	2		90	

*Proposed changes*

This Fill - Qty: 19, Days: 19 Next Fill - Qty: 45, Days: 45

Sync to Selected Rx Do Not Synchronize This Rx Back to Rx

In the example above, the patient has seven eligible Rx's in the patient profile; four Rx's are synced and two days over-due, and three Rx's have different refill due dates. The system is proposing to sync the Apo-Atorvastatin 10mg Rx with the Apo-Metoprolol refill.

Accepting this proposal will adjust the days' supply and equivalent quantity to match the due date of the Apo-Metoprolol and will set the Next Refill Parameters to a 45-day cycle.

**NOTE:** When the patient returns for refills of the other Rx's, they too will prompt the user for synchronization. It may take more than one refill cycle before all Rx's are aligned with the same refill due date.